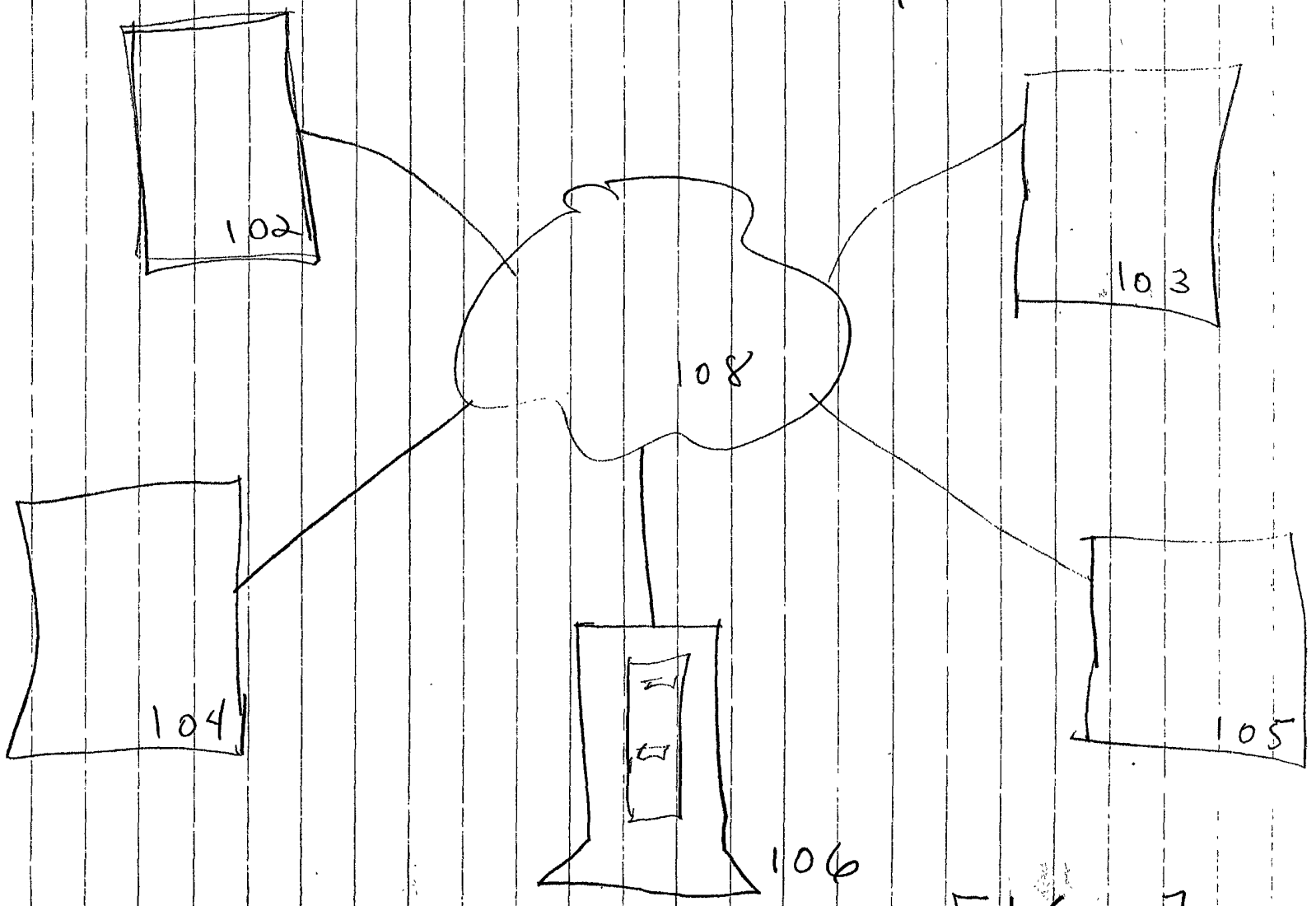
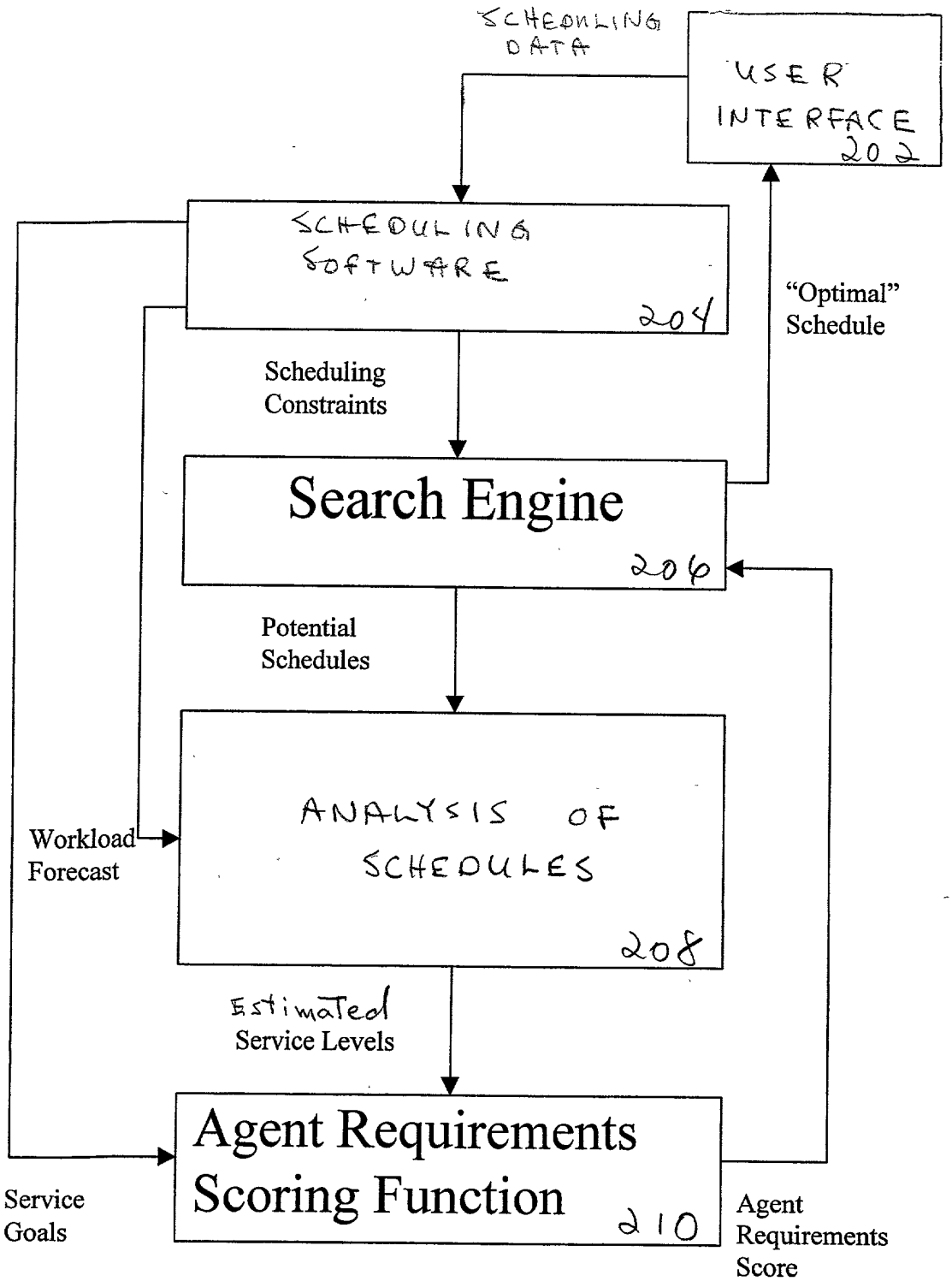


FIG. 1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"Optimal" Schedule
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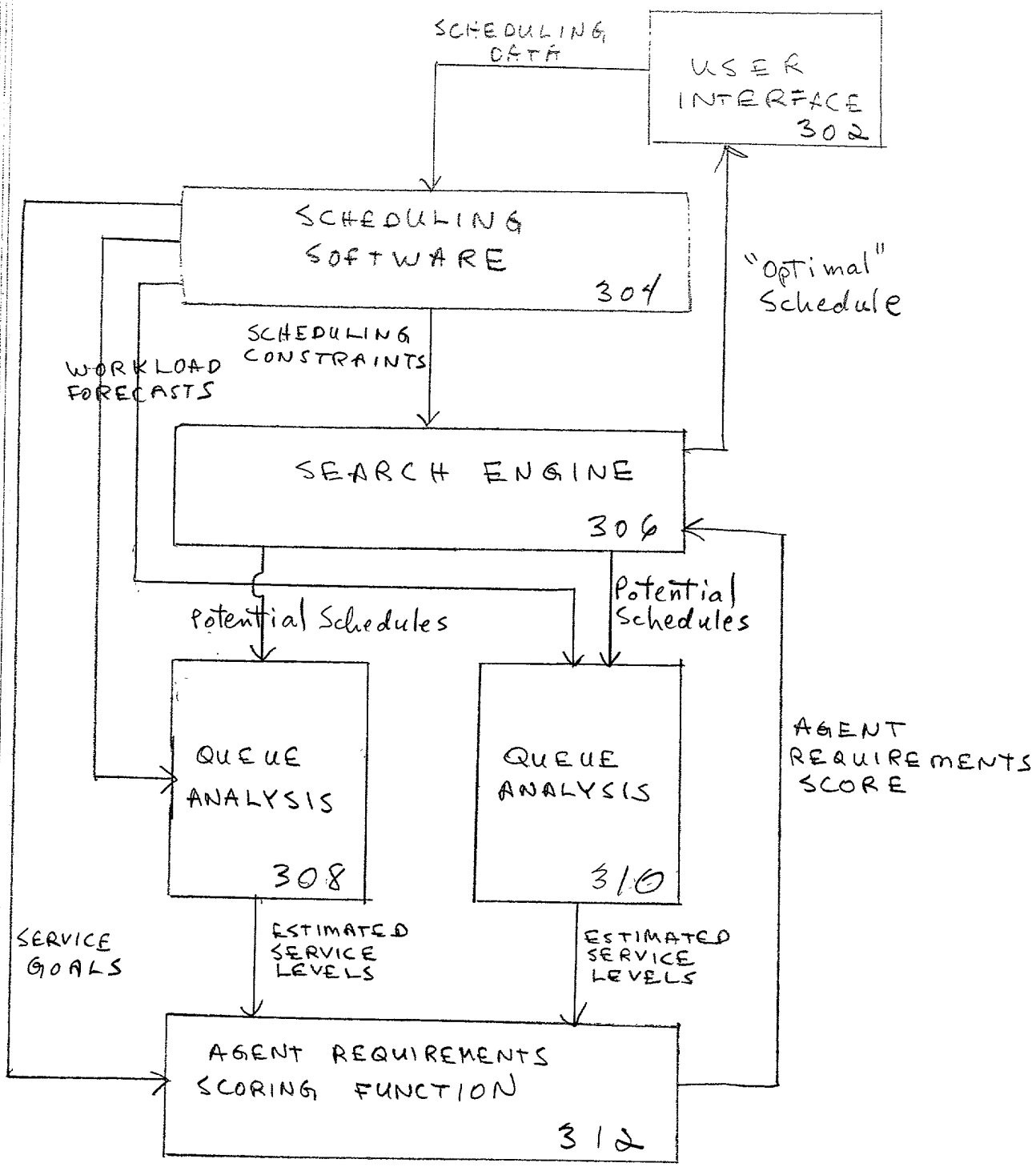
Workload Forecast
Estimated Service Levels
Agent Requirements Scoring Function 210
Service Goals
Agent Requirements Score

FIGURE 2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QUEUE ANALYSIS 310
AGENT REQUIREMENTS SCORE
SERVICE GOALS
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ESTIMATED SERVICE LEVELS
AGENT REQUIREMENTS SCORING FUNCTION 312

FIGURE 3

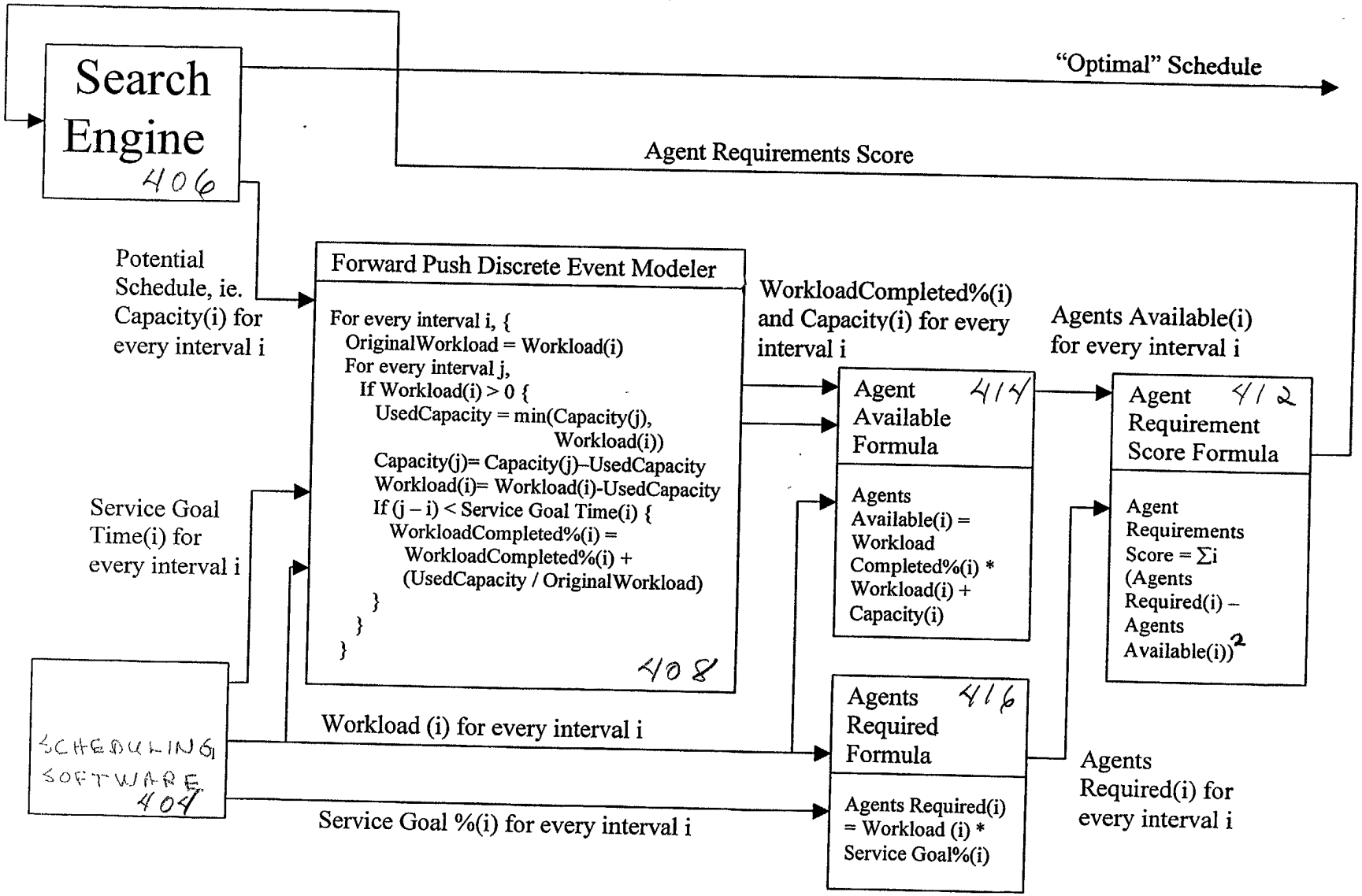
Search Engine
406
"Optimal" Schedule
Agent Requirements Score
Potential Schedule, ie. Capacity(i) for every interval i
Forward Push Discrete Event Modeler
For every interval i, {
OriginalWorkload = Workload(i)
For every interval j,
If Workload(i) > 0 {
UsedCapacity = min(Capacity(j), Workload(i))
Capacity(j)= Capacity(j)–UsedCapacity
Workload(i)= Workload(i)-UsedCapacity
If (j – i) < Service Goal Time(i) {
WorkloadCompleted%(i) = WorkloadCompleted%(i) + (UsedCapacity / OriginalWorkload)
}
}
}
408
WorkloadCompleted%(i) and Capacity(i) for every interval i
Agents Available(i) for every interval i
Agent Available Formula
414
Agents Available(i) = Workload Completed%(i) * Workload(i) + Capacity(i)
Agent Requirement Score Formula
412
Agent Requirements Score = Σi (Agents Required(i) – Agents Available(i))2
Service Goal Time(i) for every interval i
SCHEDULING SOFTWARE
404
Workload (i) for every interval i
Agents Required Formula
416
Agents Required(i) = Workload (i) * Service Goal%(i)
Agents Required(i) for every interval i
Service Goal %(i) for every interval i

FIGURE 4